

YOUTH WORK REVIEW – CONSULTATION FEEDBACK

This document captures the feedback from consultations undertaken with young people and other stakeholders throughout October - December 2017. This will be used to build on previous consultation feedback and inform the needs assessment for the youth work review.

1. YOUNG PEOPLE'S WORKSHOPS

During October and November 2017, a number of different providers, both internal and external to the Council, carried out a total of 53 consultation sessions with their existing groups of young people. A total of 514 young people took part in the activities.

Target group: Children and young people aged 11-17 across the city took part in a number of workshops in various settings including fixed and mobile ones.

The young people were taken through three different activities and the initial findings are summarised below. These findings will feed into the needs analysis.

Activity 1: The Perfect Youth Worker

AIM: - To find out from young people what personal qualities, skills, knowledge and experience they think an effective youth worker should possess

The top 15 most popular words were:

1. Good listener
2. Friendly and approachable
3. Helpful
4. Funny and good sense of humour
5. Kind and Caring
6. Knowledgeable and confident
7. Thoughtful and understanding
8. Non-judgemental
9. Enthusiastic and "Cool"
10. Trustworthy
11. Fun and Happy
12. Respectful
13. Patient and calm
14. Relaxed but able to set boundaries
15. Good Communicator

Others included being a responsible and qualified individual, have awareness of issues that affect young people, ability to deal with situations as they arise and motivate young people.

Activity 2: The uniqueness of youth work

AIM:- To enable young people to consider and identify what is unique about youth work

The questions in this section sought to find out whether or not young people thought youth workers are different from any other adults that work with young people e.g. teacher, social worker etc., Did they have an understanding of what youth work is and could they identify any benefits?

Almost all young people who participated clearly saw their youth workers as being different, especially in the things they are likely to have to deal with; are “easier to talk to” provide more “personal support”, young people can “trust them more” and “they seem more genuine and caring”.

73% of the young people said Youth Workers are more friendly and approachable and young people were more likely to talk to them about important issues that affect them such as Drugs/alcohol problems, feeling down, personal issues, depression, stress, violence, sexual orientation issues, sexual abuse, mental wellbeing and moderate issues, anything that is not easy to talk to a person who knows you well. Also, sexual orientation worries, domestic issues, life problems e.g. bullying etc.

73.6% of the Young People were also very clear what youth work is about and what it means to them such as supporting them, helping them “deal with any issues they are facing” encouraging them to “face their problems”, “never judging you”, “advising and counselling” and being “someone to talk to”. They also value the confidentiality maintained by youth workers. Young people felt that Youth Workers help to “challenge poor behaviour and encourage positive behaviours”

More than half the young people consulted felt young people benefit from going to a youth club or provision because it helps them to “get stuff off your chest and walk out happier than when you walked in”, gives them a “chance to be sociable” thereby “reducing loneliness and isolation”, “stress and other problems”, opportunity to talk to “someone you can trust”. It gives them a safe space away from school and allows people to have different social circles, define their own image or perhaps re-invent themselves and experience any prejudice. This setting allows self-expression and voluntary participation in activities without any pressure as youth workers “make people comfortable so they can talk”.

42% participants said if there were no youth clubs or provision for young people, people could “self-harm” and feel like “they have nowhere to go or no one to turn to”; they would be more likely to “go out on the streets and mix with the wrong crowd”; They might “turn to crime or other things” to fill their time or feel more isolated; less willing to try new things or come across as antisocial.

2.2% of the young people said they felt valued and important and liked having the opportunity to make their voices heard through this consultation.

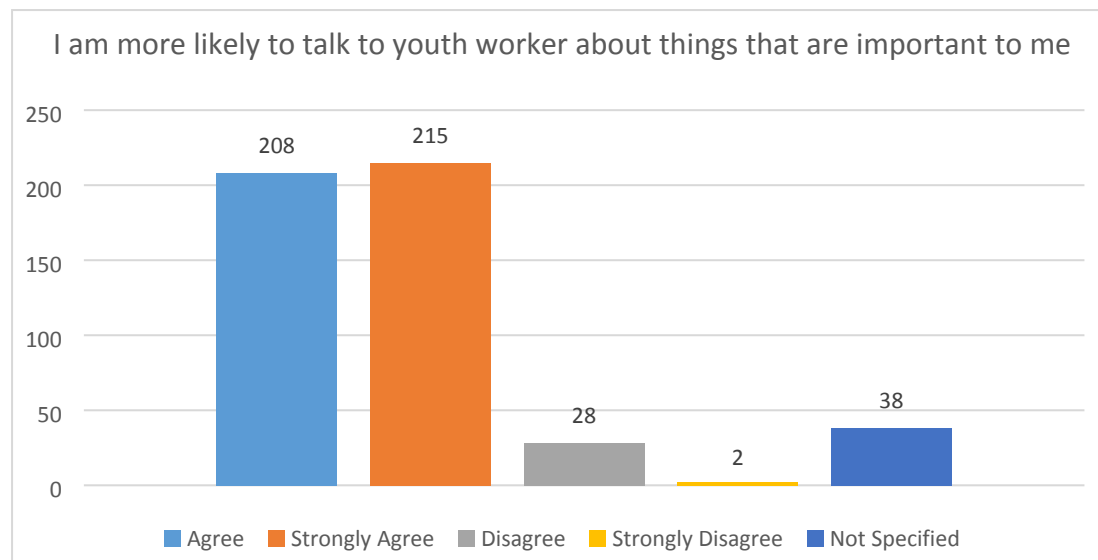
Words used to describe the uniqueness of Youth Work included

- Easier to talk to /Good to talk
- Different from Police, Teachers and Social Workers
- Accessible
- Help with any issues/support
- Role model
- Confidentiality
- Encourage people in a positive way Helps build confidence

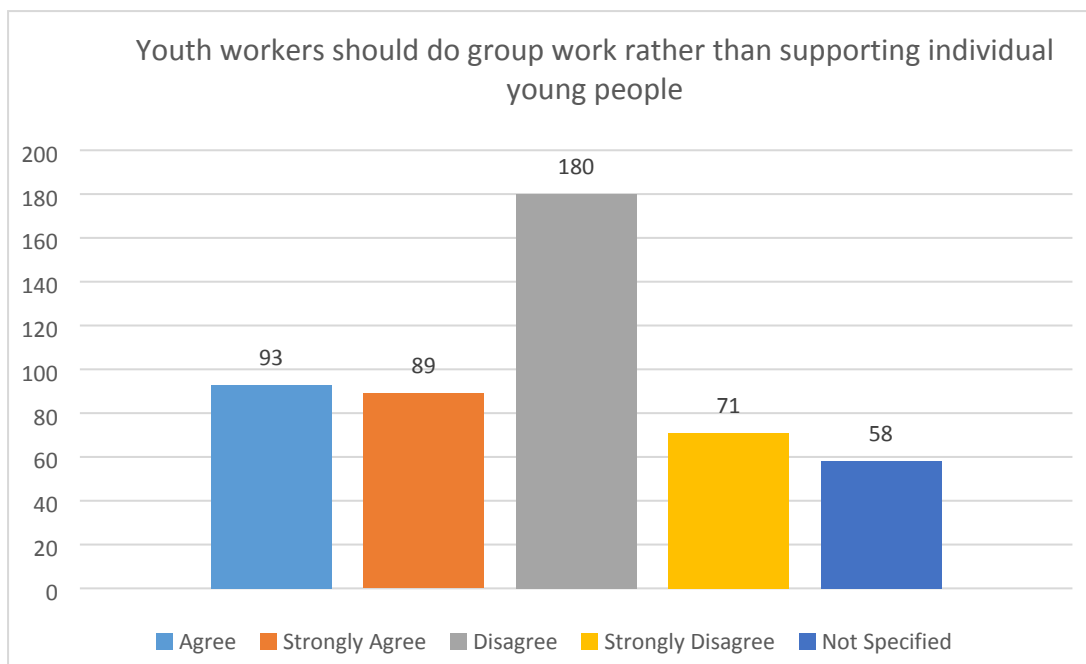
- Have a laugh
- Challenge poor behaviour
- Don't bear grudges/non-judgemental
- Allows self-expression and voluntary participation
- Have a laugh
- Respectful
- Safe place to make new friends
- Helps build confidence
- Supportive
- Provide activities
- Provide food and drinks – hospitality
- Youth workers are confident and sound

Activity 3: Are we on the right lines?

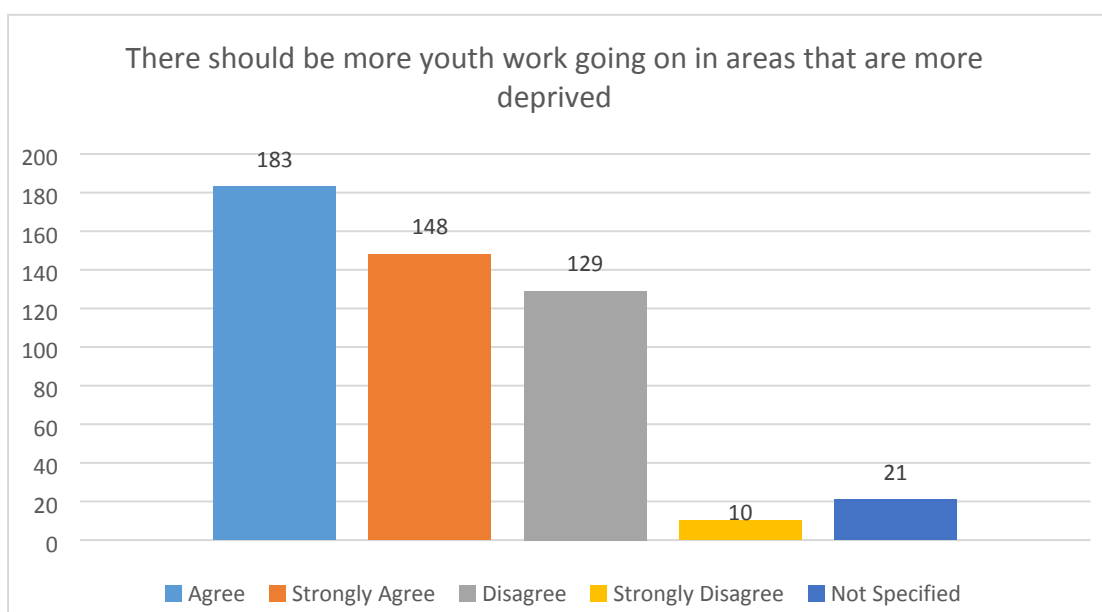
AIM:- To check out if young people's priorities are the same as ours



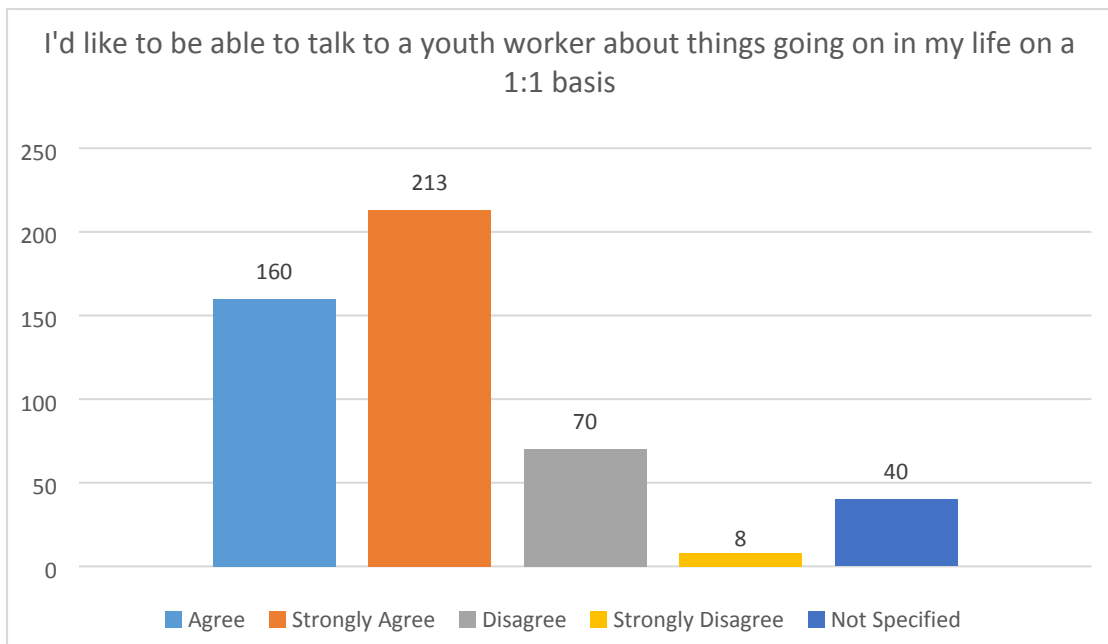
The above table shows that 86% of the young people either agreed or strongly agreed with the proposition that they would be more likely to talk to a youth worker about things that are important to them.



The above table indicates that just over half (51%) of the young people either disagreed or disagreed strongly with the statement that youth workers should do group work rather than supporting individual young people, with 37% agreeing or strongly agreeing. It should be noted respondents may have interpreted this question differently in terms of what group work means; despite the consultation workshops being facilitated by youth workers. The question may suggest to young people that group work and supporting individual young people are mutually exclusive when actually both can be offered within a youth work session to support young people. Here, group work does not refer simply to group based 'activities' but to targeted youth work sessions, designed to contribute to one of the Children and Young People Plan priorities.



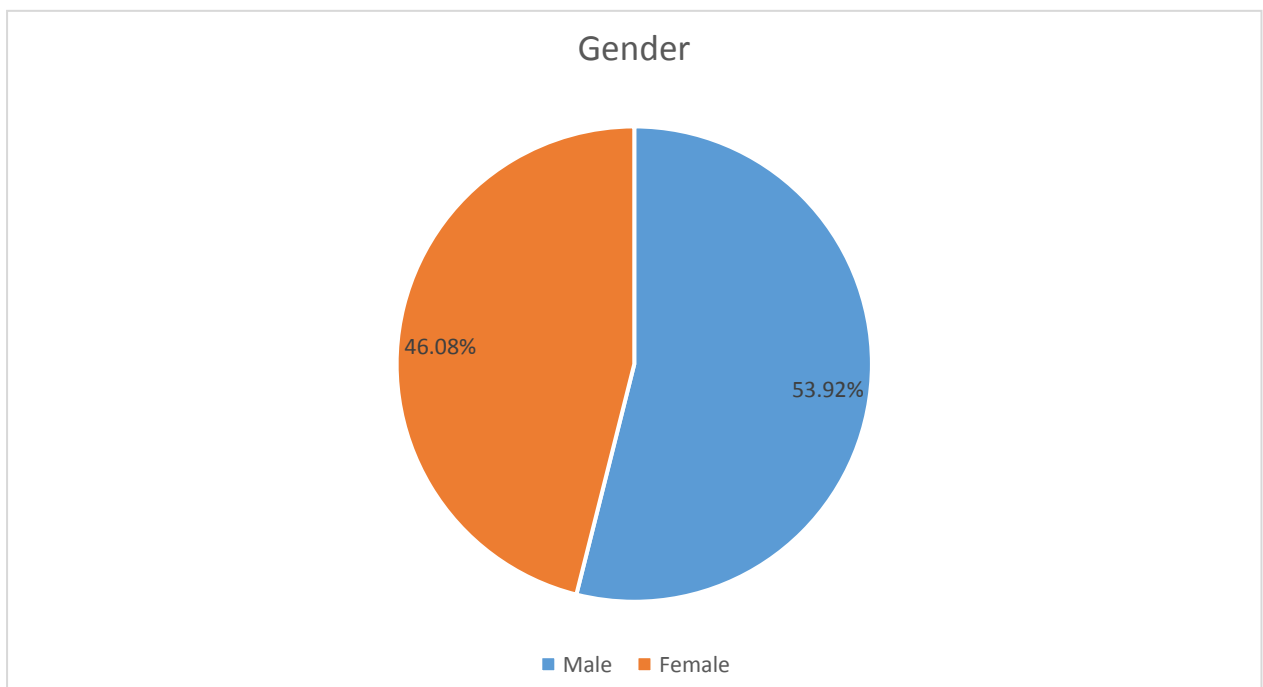
The above table shows that the majority of respondents agreed or strongly agreed (67%) with the statement that there should be more youth work going on in areas that are more deprived.

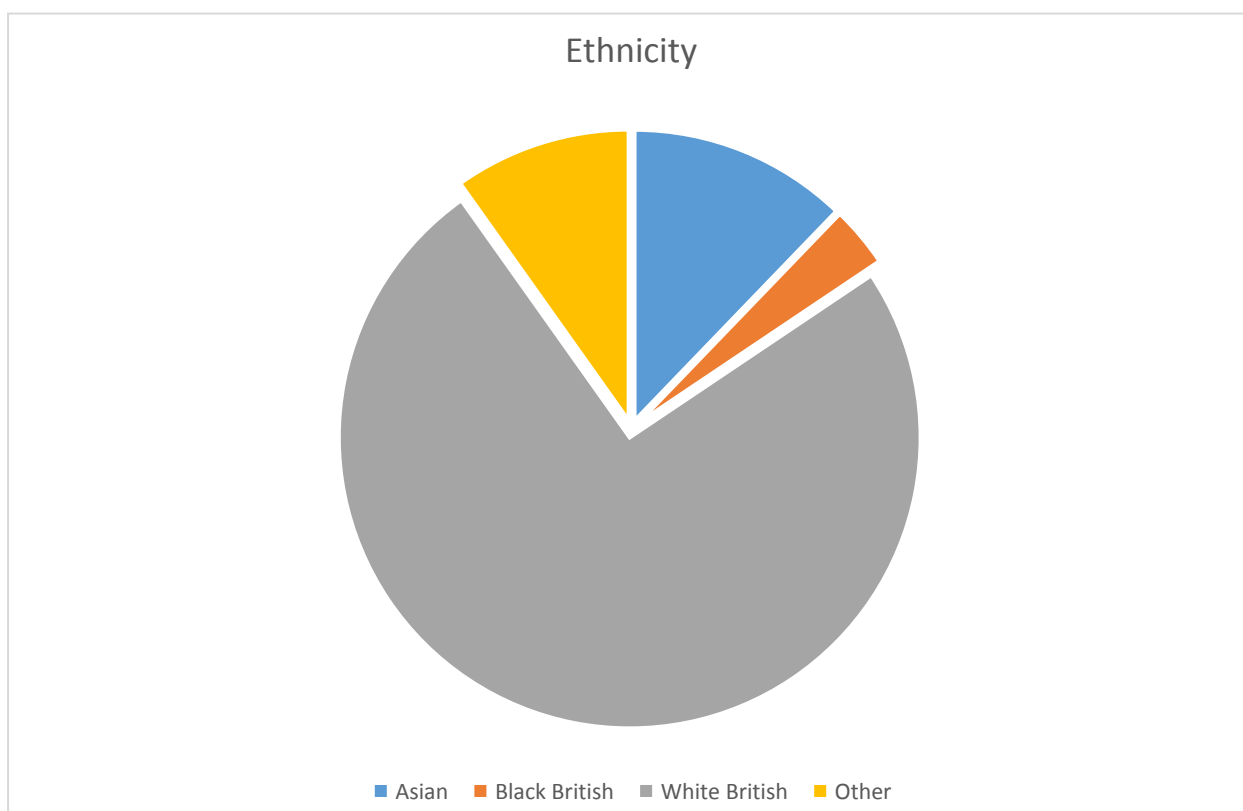
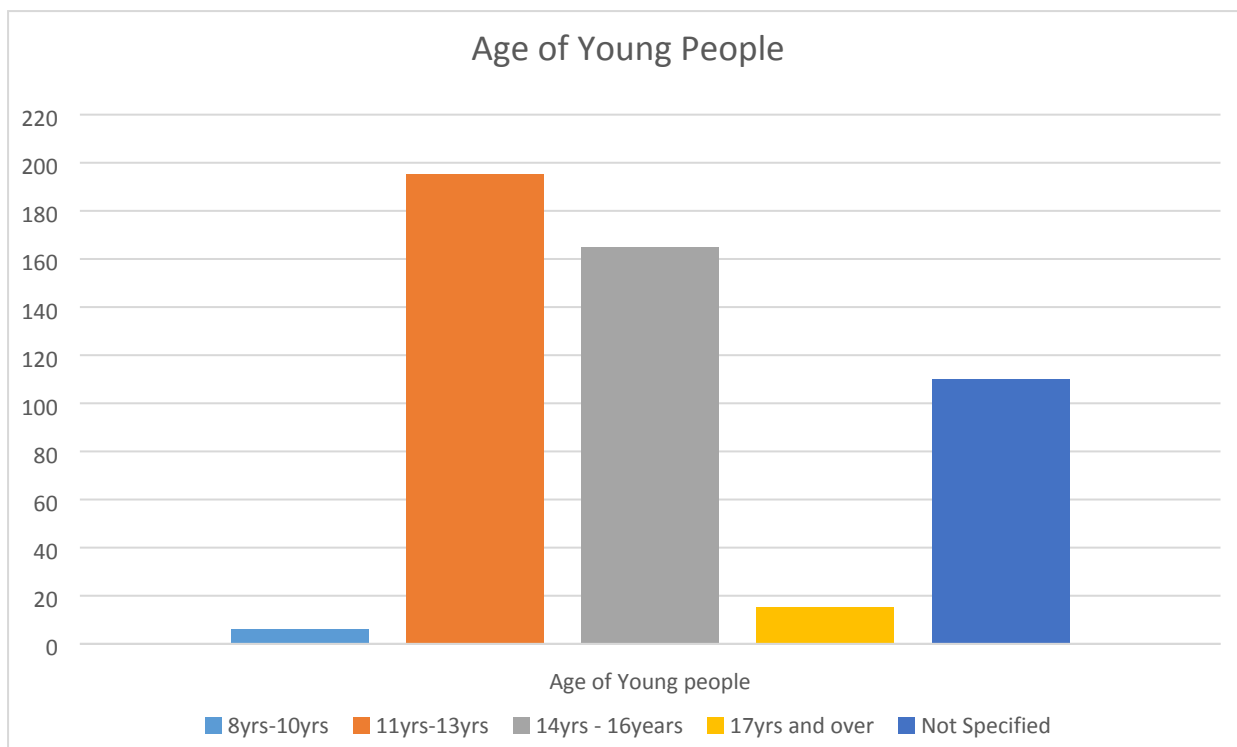


The above table showed that the majority of young people asked either agreed or strongly agreed (76%) that they would like to be able to talk to a youth worker about things going on in their life on a 1:1 basis.

Personal characteristics

Please note that although the majority did, not all returns included the detail for this section





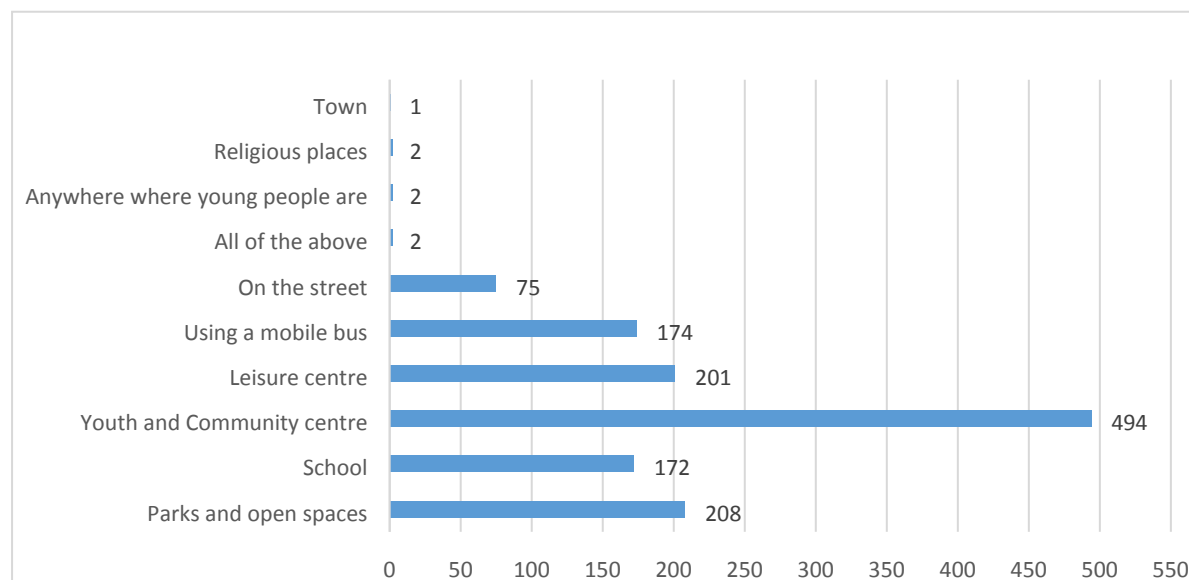
General comments

Overall, the comments indicate that the young people who took part enjoyed the experience and participated enthusiastically.

2. SNAP SURVEY FOR YOUNG PEOPLE

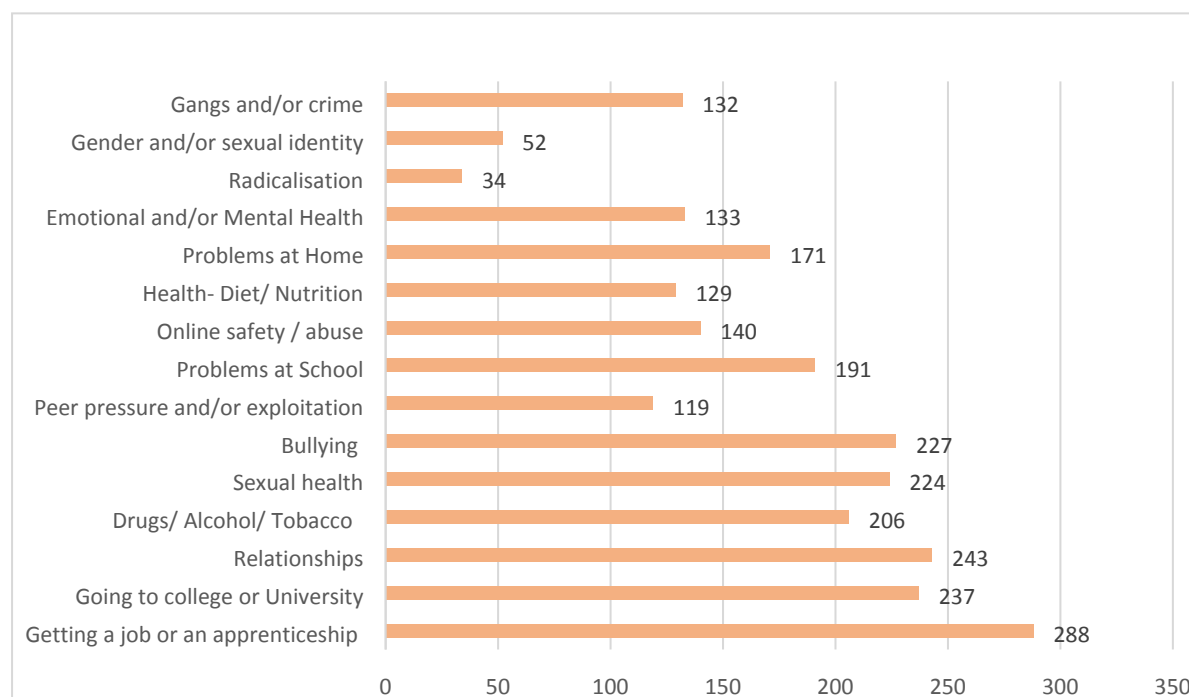
A total of 572 surveys were completed between 24th October and 19th December 2017. The initial findings are summarised below. These findings will feed into the needs analysis.

Q1 Where should youth work sessions/clubs take place? (Young people could select up to three)



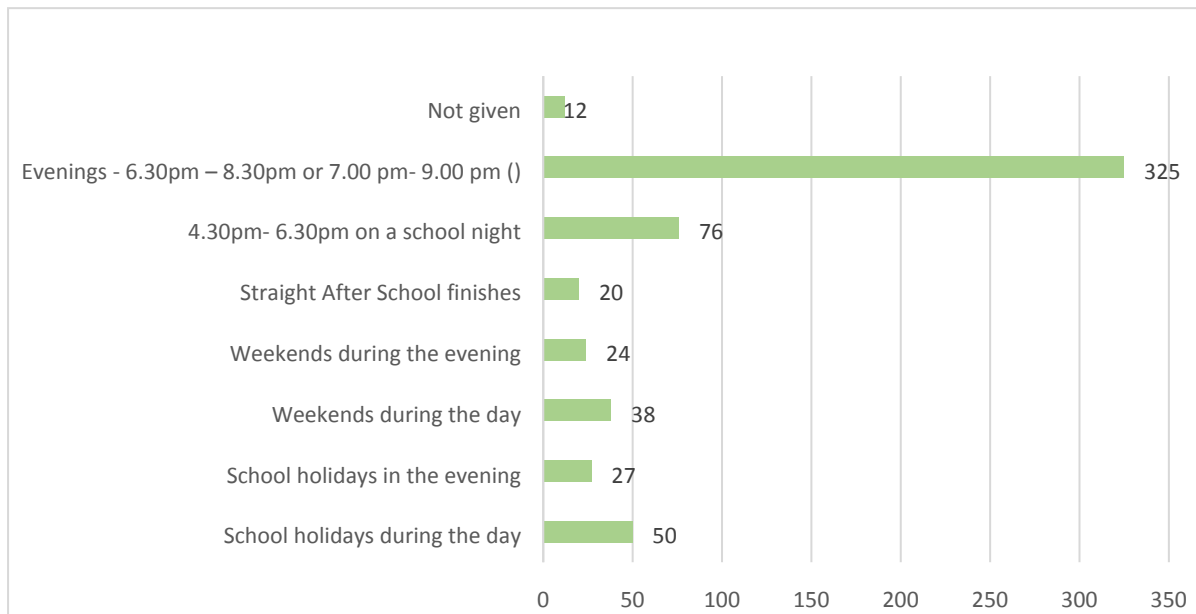
When asked where youth sessions/clubs should take place, the most common response by a large margin was at a 'youth and community centre' with a score of 494. This was followed by 'parks and open spaces', 'leisure centre', 'using a mobile bus' and 'school', each scoring within a range of 172 – 208. This may suggest most young people prefer a well-known local venue that is associated with youth clubs but it may also simply be a result of the majority of respondents currently attending youth work sessions in youth and community centres.

Q2 What do you/would you want support or advice from a Youth Worker about? (Young people could select up to five)



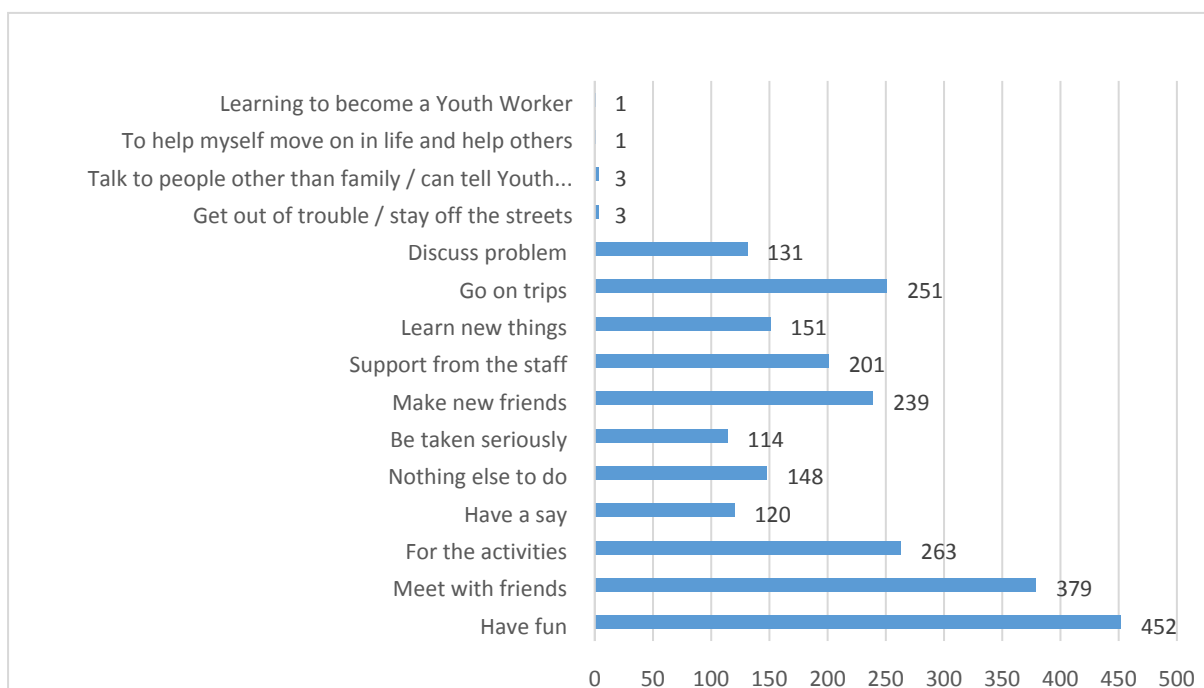
When asked what they would want support or advice from a Youth Worker about, the most common response was 'getting a job or an apprenticeship', followed by, 'relationships', 'going to college or university' and then, 'bullying' and 'sexual health'. This graph indicates that there are a wide range of different issues young people may want to support or advice from a youth work about.

Q3 When should youth work sessions/clubs take place?



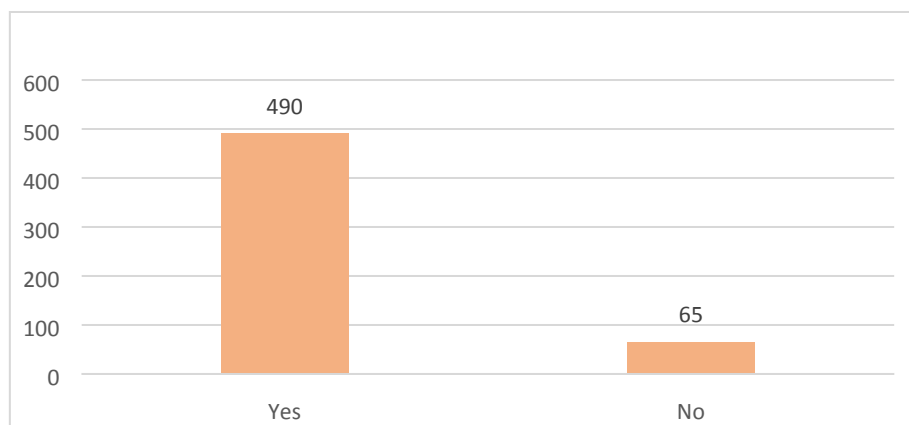
When asked when youth work sessions/clubs should take place, the most common response from young people by a significant margin was evening, between 6:30-8:30pm or 7:00-9:00pm.

Q4 Why do you/would you want to attend youth work sessions/clubs? (Young people could select up to five)

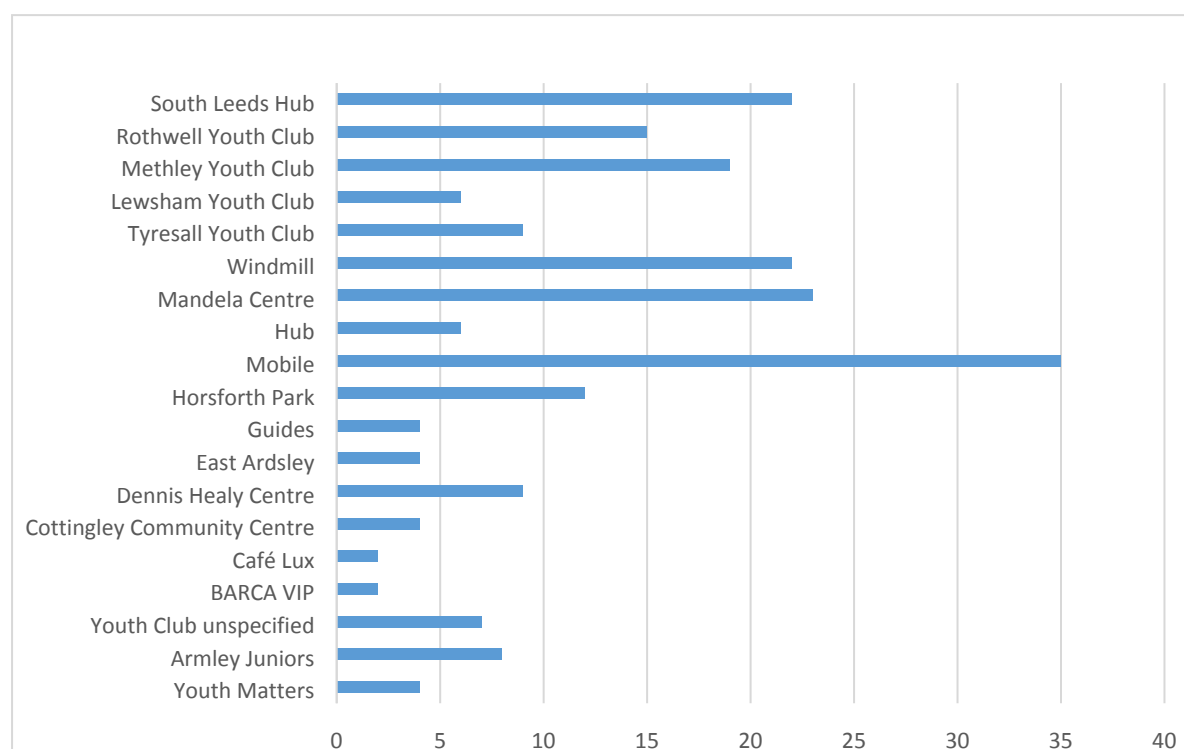


When asked why they attend or would want to attend youth work sessions/clubs, the most common response was to 'have fun', closely followed by 'meet with friends', then, 'for the activities', 'go on trips' and 'make new friends'. Other reasons such as, 'support from staff' and 'discuss problem' also scored votes but this graph reinforces the need for youth work to be first and foremost fun and engaging in order to attract young people's voluntary participation.

Q5 Do you currently or have you in the past attended youth work sessions/clubs?

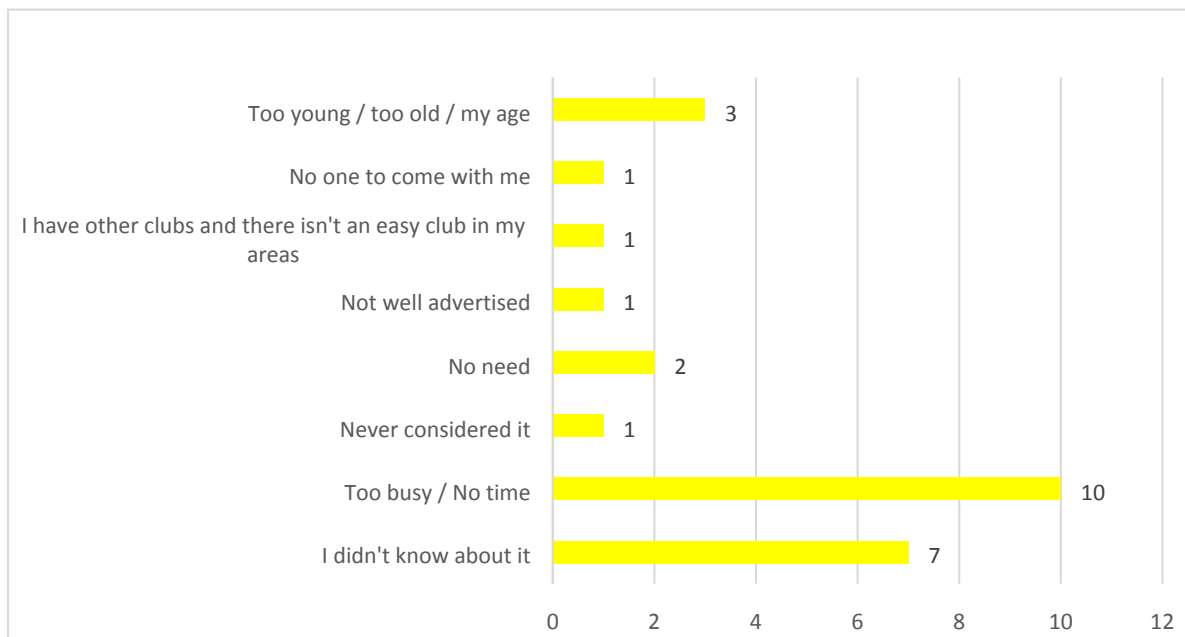


Q6 If yes to Q5, the most common details given were:



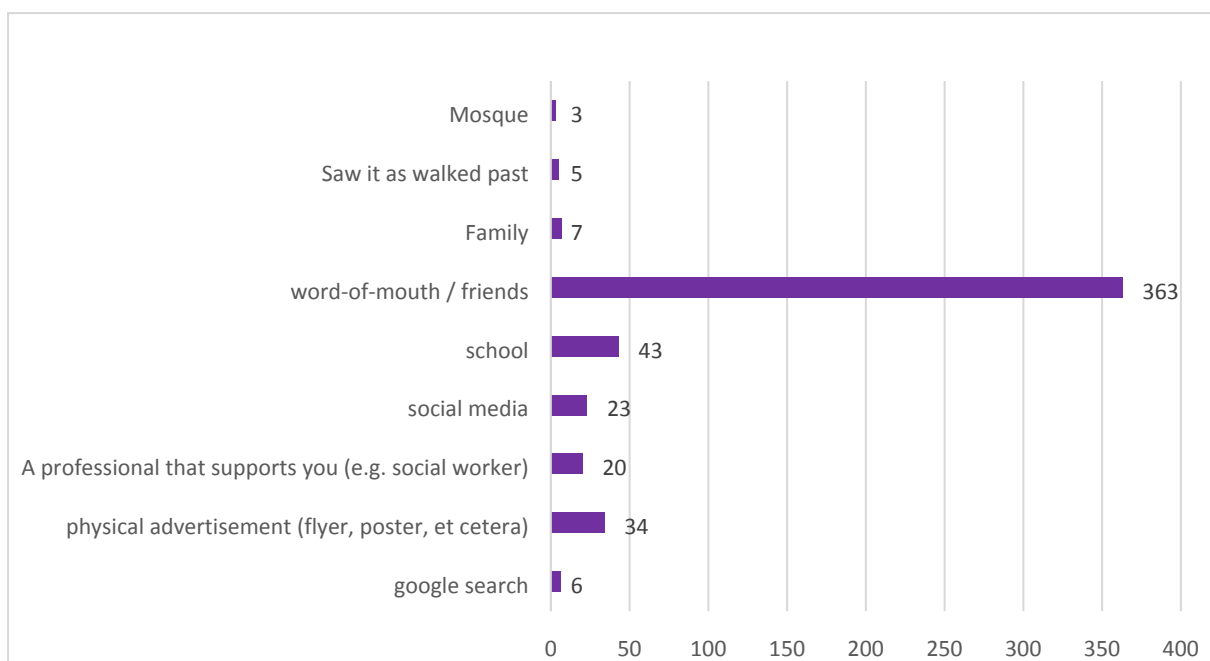
88% of respondents were either currently attending or had attended a youth work session/club. When asked for details, the young people gave a variety of different sessions and clubs. The most common response was a Mobile (including Guiseley, Beckhills and Cardinal).

Q7 If no, the most common reasons given were:



The most common reason given for not attending a youth work club/session was 'too busy/no time'.

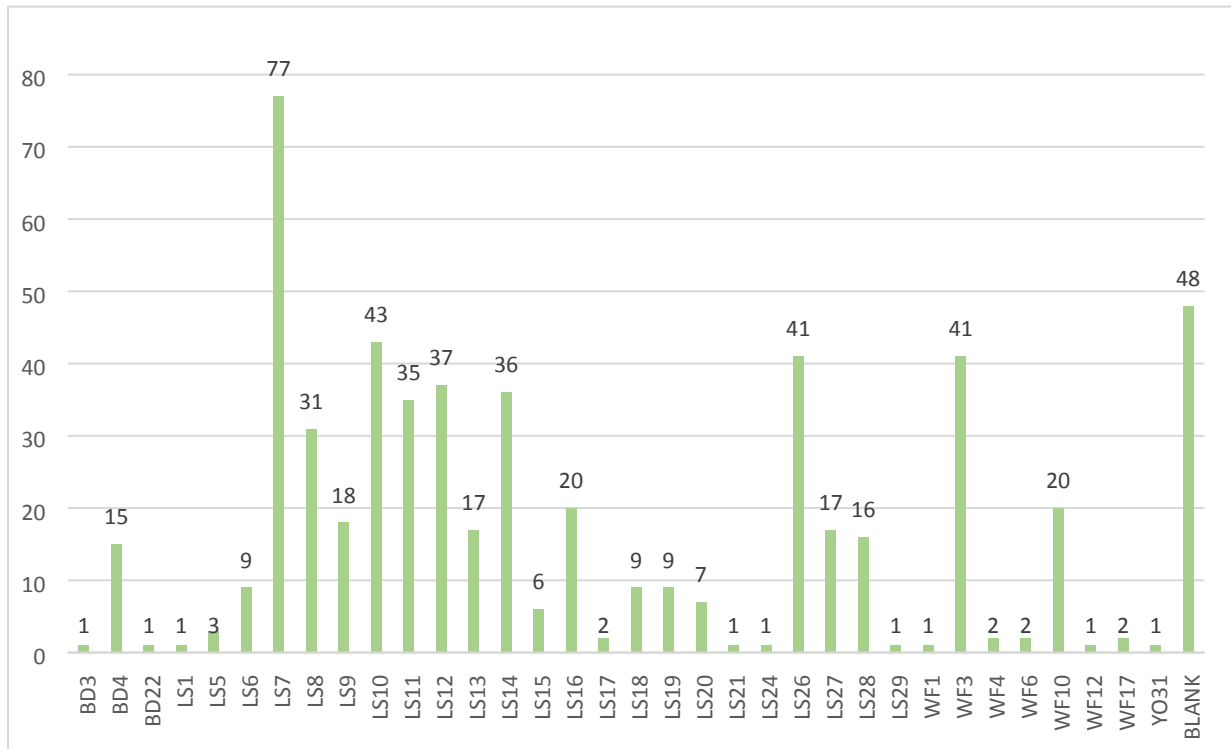
Q8 If yes to Q5, how did you hear about it?



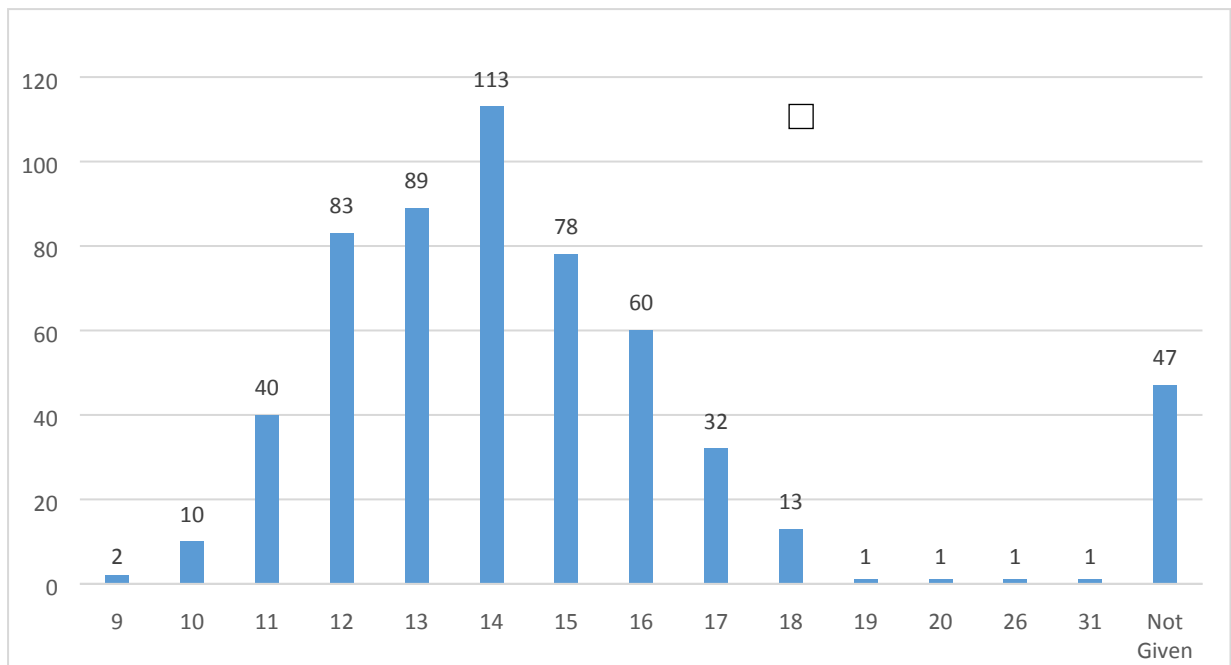
When asked how they heard about a youth work session/club, the most common response given by young people by a significant margin was 'word of mouth/friends'.

Personal characteristics

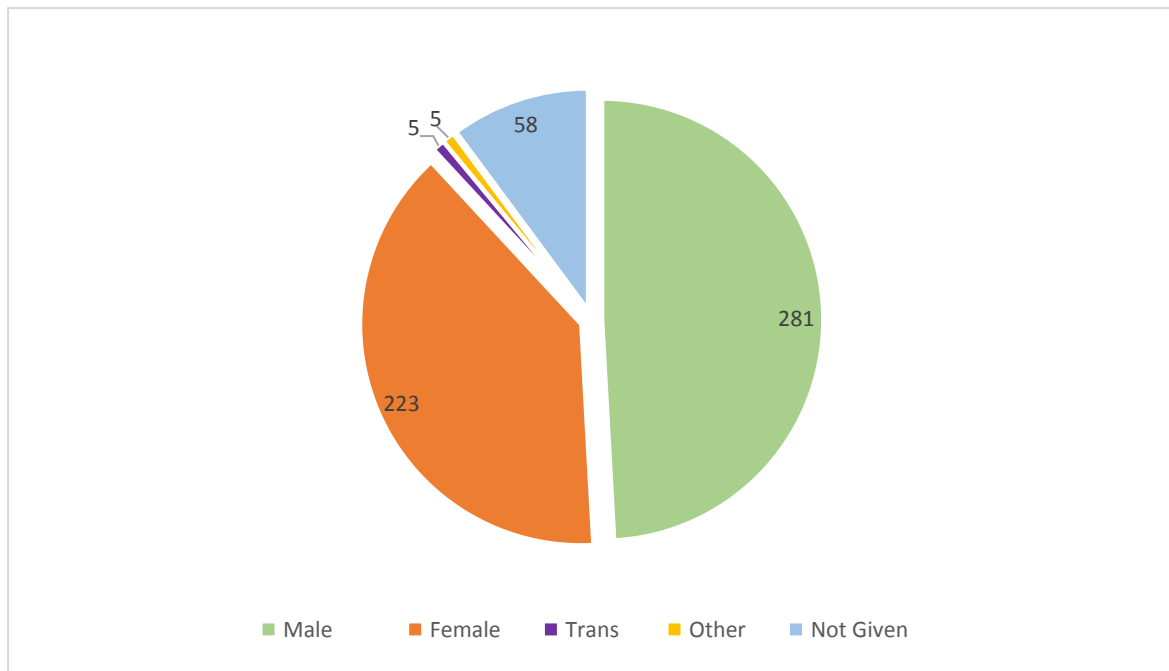
Post code of home address



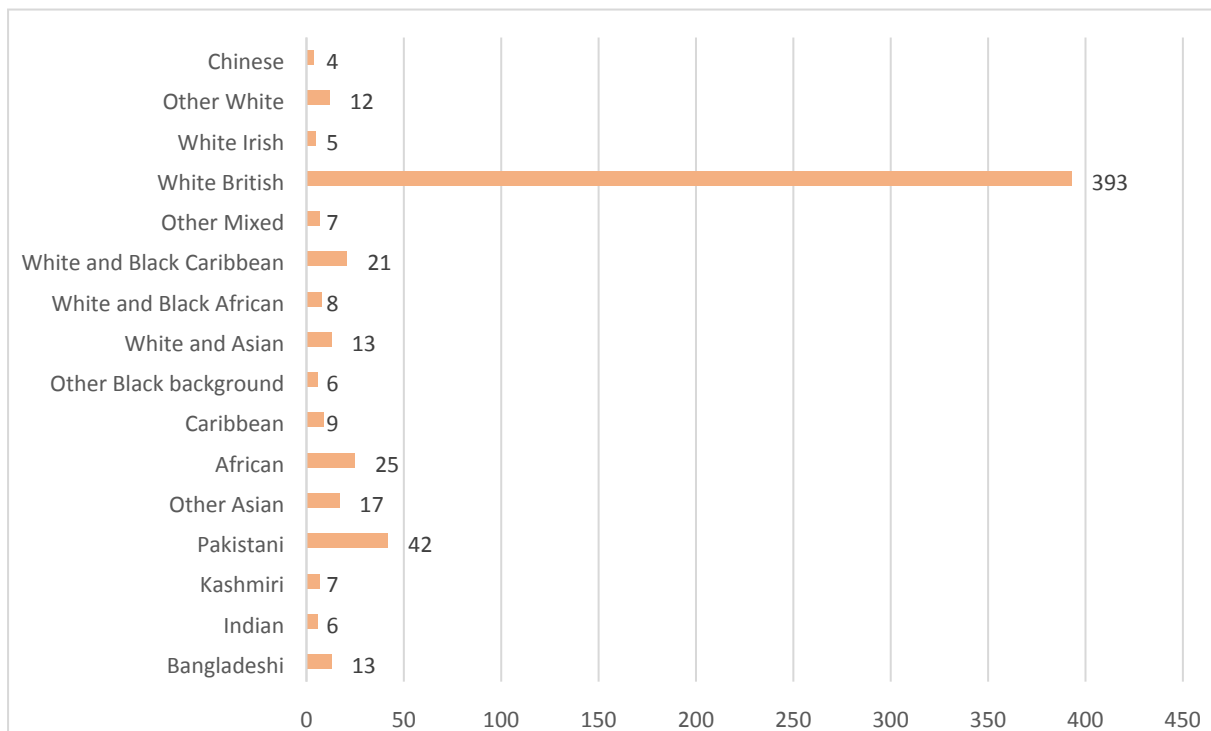
Age



Gender



Ethnicity



69% of respondents gave their ethnicity as White British; 31% gave their ethnicity as Black, Asian, Mixed or Chinese. According to the 2015 Leeds Joint Strategic Needs Assessment, the BME population in Leeds was 19%.

3. NOTES FROM CROSS PARTY MEMBER'S WORKSHOP 18TH JULY 2017

Present: Cllr Mulherin, Cllr Sue Bentley, Cllr Catherine Dobson, Cllr Caroline Gruen, Cllr Helen Hayden, Cllr Dan Cohen, Cllr Pat Latty, Chris Dickinson, Jean Ellison, Cat Henderson

Discussion was fluid, based on 'what is working', 'what is not working' and 'what needs to change'. The following themes emerged:

- **Targeting resources**
 - Clear recognition for the value of targeting YP in deprived communities. The availability of targeted provision in most deprived communities is good, but we are not meeting the needs of vulnerable YP in more affluent communities like Harewood. There are opportunities to partner with schools that we are missing out on in some of these areas.
 - Is the formula right/fair? Feeling among the group that it should be 75% based on deprivation levels and 25% based on numbers of young people.
 - Outer areas/villages are less well served by YS
 - Not clear on how we are identifying and targeting the right YP.
 - Concerns about neglect in more well off areas leading to risk-taking behaviour which is not being addressed (sexualised behaviour, substance misues).
- **Measuring impact**
 - This is vital but information not getting to Members should go to Children's Champions / Chairs of Children & Families sub-groups. Jean explained that they should receive quarterly reports with headline charts and narrative. This is both city-wide and broken down into Community Committee areas.
 - There was a feeling that even these reports do not demonstrate impact sufficiently. Need to somehow report on distance travelled measures – scores showing progress.
 - This can be particularly challenging with outreach work. Some Members have accompanied staff on outreach and found it useful, others have not.
 - Which outcomes will be used to measure the quality of YS delivery? We should be measuring things like "support to form positive relationships" as a measurable outcome for YP.
- **Information**
 - As above, need more information on performance and ensure it reaches the right people.
 - **ACTION:** Jean to ensure Members receive this information.
 - Could there be a training pack for new Children's Champions? Difficult to learn how things work, process and key contacts etc.
 - **ACTION:** Jean to attend Children and Families Sub-groups.
 - Cllrs want information on providers - who is delivering what, where and what is the cost? What are the commissioned to deliver? Can we map this?
 - How many times for youth workers go out on outreach and see no young people? Can we record this? How efficient are we? Need oversight and accountability.

- **Localities funding, e.g. Youth Activities Fund**
 - Concern was raised by Cllr Dobson that we are sometimes paying for things twice. Same providers applying for different funding grants. Difficult to know what other funding they are getting.
 - Also providers tend to apply for too much money and only reduce when challenged. Unrealistic bids, over-inflated prices. Cat advised that a SCAF can be used to breakdown costs and also funding streams.
 - It was felt that projects should charge users, important income generation but also vital to ensure ownership/raised expectations and commitment from young people, even if a very nominal fee.
 - Providers need to be build sustainable projects and not come back for the same level of funding year on year. We have created dependency.
 - YAF should be commissioned better and targeted at need and quality rather than just give to those that apply.
 - YAF in Outer South is not targeted at need
- **Market management**
 - Some areas suffer from very little 3rd sector presence. E.g. Killingbeck and Seacroft.
 - Difficult to encourage individuals to start up projects or encourage established providers to move into area.
 - Lack of 3rd sector orgs in some outer areas, which means they are not bidding for funding and there is less on offer for YP.
 - Some church groups have experience of delivering youth work.
- **Youth work provision**
 - Youth Service very responsive to requests from Members to engage with young people causing ASB but not clear what the impact is. They need to be encouraging young people to access other existing activities/provision as part of move on / sustainability.
 - Jean explained that she would expect youth workers undertaking outreach to deliver a short-term intensive intervention and move them on into some provision so that they can then work with other young people and there is a sustainable outcome.
 - Members have observed some very good youth work but skills vary between workers.
 - Concerns about inconsistent quality in youth work staff. "It's great when you have a great youth worker in the area, but you notice it when they are less good".
 - Youth Service seems good at targeting the right YP in deprived areas but not always successful in targeting YP in Outer less deprived areas like Garforth. YS staff need to understand the issues for local YP.
 - Quality of Youth Work is variable. We need consistently professional and high quality youth work staff that are able to really engage with YP. They should be 'reliable, restorative and unflappable'
 - There are concerns about the variable quality of YS staff and the management of YS staff.
 - **ACTION:** Can the review produce some case studies that highlight what good youth work is and what it's like for a YP when they are supported by a good youth worker

- **Schools**
 - Some schools engage well, others such as some academies do not. Difficult to know what work they are doing with yp and so could be duplication.
 - Cllr Dobson explained that despite some early positive engagement, she does not get invited to Cluster meetings and there is a lack of information sharing.
 - **ACTION:** Cat/Jean to check LCC link for Inner East and raise this issue.
- **Premises / Community Assets**
 - After youth work providers have undertaken some targeted work and identified what the young people want, they find it difficult to then run activities/sessions because of a lack of suitable premises. This is big problem.
 - Localities not able to utilise LCC owned properties, some of which stand empty! LCC teams do not seem to join up, working against each other. Decisions are sometimes made without consultation with Community Committees and the local community. Charges put people off using properties. We need proper business plans to make the model work so that we have shared community venues. Can only work if buildings are managed locally rather than centrally.
- **Volunteers**
 - We need to understand the barriers to people volunteering.
 - Volunteers could help deliver youth work sessions, e.g. a group session could have volunteers helping to deliver activities whilst qualified youth workers undertake work with individuals.
 - Need to encourage volunteers for their own benefit, attract people and build their confidence.
- **Partnership working**
 - Some areas are better at this than others. Some Clusters work very well but others do not share information or communicate well.
 - Some areas have good engagement from police etc but others have historically not and it is difficult to change. E.g. Killingbeck and Seacroft asked for police engagement at a community event but only got one officer.
 - Leeds United FC Kicks Programme funded by HAP, PCC and MICE is great. Meadowfield Primary School. The YS tag on to this work (in-kind contribution) and add a lot of value to the work. Good example of partnership working.
 - There are some good examples of YS working well with other locality partners (PCSOs, LASBT, Tasking Teams, Clusters). We need to maintain and develop this approach to be more consistent and more targeted. Locality boundaries are not consistent and this does create barriers and challenges.
- **Examples of good practice**
 - The Youth Matters programme that the YS operates is very good. But why is this only offered in some areas. It involves working intensively with individual YP to support them to become “Young Ambassadors”.
 - **ACTION:** Find out more about Youth Matters programme to highlight as good practice
 - Example of YAF funding theatre activity with schools was very good and is considered to have had very positive SEMH benefits for YP. See link to YouTube video <https://youtu.be/xeA86QX5K4I>

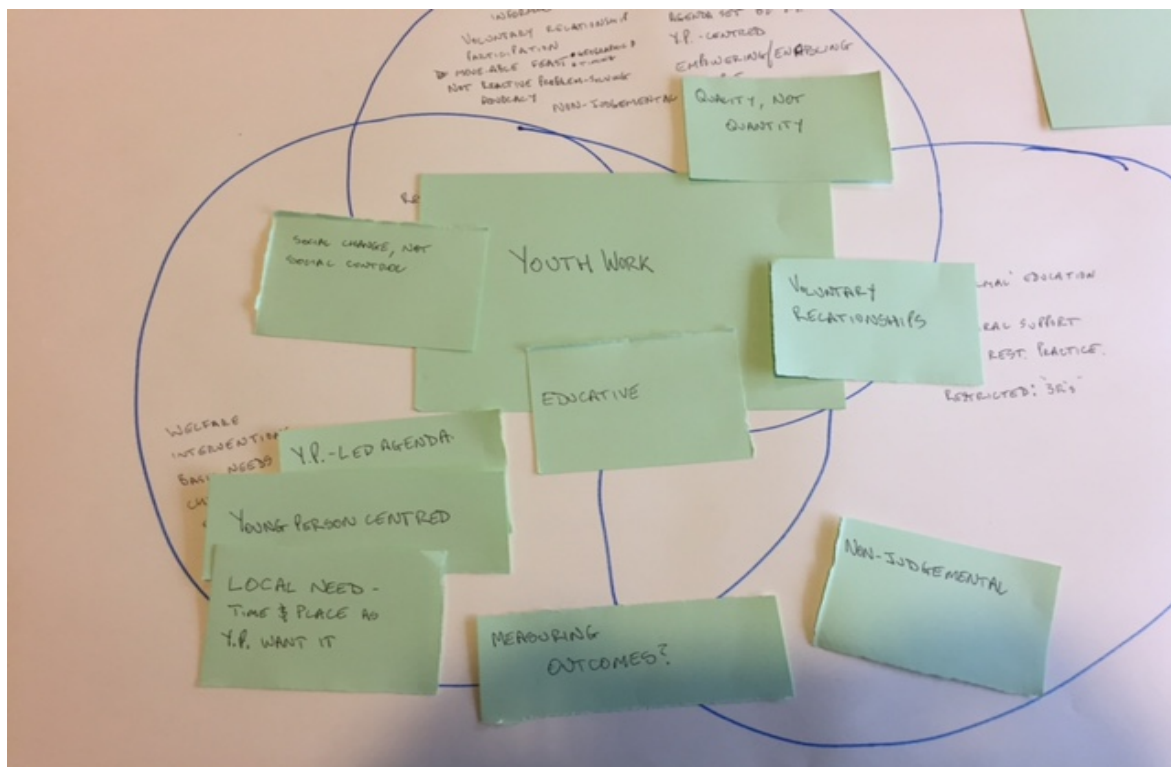
- We hold an annual YAF event which is very successful and other community committees may wish to replicate this approach (Guiseley and Rawdon)
- **Other**
 - YAF and YS. We should be monitoring the level of SEND involvement. There are some great examples of support for SEND YP but its inconsistent
 - We need to engage early with YP when they are starting to exhibit risk taking behaviour
 - Lack of PCSOs engaging with YP. It used to be better when there were more. The younger PCSOs were good at engaging YP
 - There is not enough for YP to do. I would like more for young people in my area (Guiseley and Rawdon)
 - **ACTION:** Plan for the YW review to report to the Children and Families Scrutiny Board. Particular focus on any changes to formula of allocation, measuring outcomes and quality. Concerns that resource is being used inconsistently across Leeds. Cllr Mulherin wants to be able to understand what provision we have, what is its quality, how do cost and quality relate. We need to be clear about where we want to get to.

4. STAKEHOLDER EVENT 13TH NOVEMBER 2017

Just under 60 stakeholders attended the event, representing a wide range of interests including internal and external providers, colleagues within Children & Families, partners from other directorates such as Communities and Environment, City Development, Community Safety and Adults & Health, schools and the police.

CONCEPT MAPPING: what key words are important in defining 'youth work', how to they relate / connect to one another / or not?

A huge range of words were used by attendees to describe youth work, with the most common being 'voluntary'. The number of different words used perhaps reflects that youth work can mean different things to different people (see table on last page). The table discussions demonstrated that attendees felt there were many commonalities between youth work, social work and education but also some unique aspects. Again, 'voluntary' stood out as something unique to youth work.





WHAT'S WORKING WELL / NOT WORKING SO WELL

The feedback under this topic can be categorised into the following themes; workforce, relationships with young people, engagement, offer to young people, the market, localities, participation and resources. The feedback suggests there are many areas of agreement but also areas where there are differing perceptions.

Attendees felt that youth work in Leeds is good in relation to the **workforce** being 'passionate', 'experienced' and 'skilled' but that there is a lack of professional recognition, low staff morale due to constant changes and priorities, too much time/resource spent producing reports justifying existence, lack of autonomy, low staffing levels, too reactive, an inability to challenge inappropriate behaviour in a community setting and a lack of effective youth workers.

Regarding **relationships with young people**, comments included positives such as the relaxed and flexible attitude of youth workers with young people which builds confidence and trust. There seemed to be some conflict in comments relating to the time needed to develop relationships, with positive comments about relationships being long-term and consistency in relationships, whilst another that there is a lack of time develop relationships with young people.

Partnerships such as with schools, clusters and communities were seen as both working well and not working so well. One comment was that there is a better understanding of youth work across Leeds, whilst another suggested a lack of understanding by partners and Cllrs. Another positive comment was that the value of youth work is being recognised by other agencies, however other comments included that there is professional mistrust and tension between stakeholders, negative reports about youth work from other agencies and 'everyone thinks they are an expert'.

Positive comments in relation to **engagement**, include being able to engage with young people and locals in the community, working with a higher percentage of at risk and chaotic young people,

using innovative and modern ideas to engage, working with “hard to reach” young people and young people asking for support. There was one comment about what is not working so well, which was that services need to advertise more widely.

In terms of the **offer to young people**, stakeholder’s comments about what is working well included programmes leading to employment, having a good range of opportunities, provision of universal services/positive activities, evenings/weekends, free/low cost, a range of settings, diverting young people from committing crime or being a victim, offering specialist support for mental health and emotional well-being and that young people with SEND are making good progress. Less positive comments included having fewer building based provisions which don’t reflect the needs/wants and perceptions of communities. Also, a lack of connectivity to other services, not enough reach into diverse communities, lack of individual support, focus on numbers and containment and not outcomes, inconsistency of quality across the city, not enough support for young people with mental health issues and too much emphasis on NEET prevention.

Attendees felt that **the market** is more diverse, responsive and adaptable and there are many community based providers. However, it was also felt that short term funding is detrimental and there is unhealthy competition which creates repetitiveness.

In relation to **localities**, comments included that there is a good knowledge of locality issues, locality based provision with partnerships between the third sector, youth service, clusters and communities. Working in targeted streets in Leeds and having detached services linked to ASB and nuisance were also seen by some as positive. However, in contrast, there were also comments that youth work is not working within the community like it used to.

Comments about what is working in relation to **participation** included that young people have a voice, young people with SEND are being empowered to influence what they do and young people have the ability to take part in future service design. There was also one comment that young people used for events/consultation are not usually a true reflection of those young people that attend provision.

Comments made in relation to **resources** were positive in terms of still having a dedicated resource in Leeds and that there is a streamlined service but it is better for it and more professional. However, there were also numerous comments such as there being limited resource to respond to need and meet expectations, loss of youth work venues, missed opportunities due to finite resources and a lack of flexibility about resources.

Comments about what is not working so well were also made in relation to political influence (i.e. there being too much influence) and outcomes (i.e. being difficult to evidence those outcomes that are long-term and smaller outcomes that are actually huge achievements for young people as well as one comment that youth work is too outcome driven).

All comments received are noted below:

WHAT'S WORKING WELL

Workforce – passionate, dedicated, experienced, professional, experts, skilled, enjoy their work

Relationships (with young people) – trust, building quality, long term and provide consistency, relaxed and flexible attitude of youth workers with young people which builds confidence and trust.

Partnerships (schools, clusters, communities) – working together with schools, good working partnerships, better joint working, better understanding of youth work across Leeds, working links with IAG, youth workers And YOS, supportive, good links with social care and other teams working with adolescents, connected into other services to support young people and families, value of youth work being recognised by other agencies.

Engagement – being able to engage with young people, with locals in the community, at the heart of the community, higher % with at risk and chaotic young people, lots of young people engagement, better engagement and increased reach, large numbers of young people, sports and health sessions to engage, using innovative and modern ideas to engage, focused, working with “hard to reach” young people, young people asking for support.

Offer to young people – offering fun activities, programmes leading to employment, provide fun age-appropriate activities, signposting/support to employment, experience new things, good range of opportunities, offers alternative provisions, good creative provision, provision of universal services/positive activities, evenings/weekends, free/low cost, range of settings i.e. detached, mobile, centre based, diverse offer, keeping young people safe, keeping young people off the streets, diverts young people from committing crime or being a victim, gives young people something to do, promoting inclusion, engaging with carers and young people that are looked after, being supported emotionally and physically, specialist support for mental health and emotional well-being, out of hours, easy accessible, young people with SEND making good progress.

The Market – more diverse provider market and lots that are based in the communities, diverse providers, organisations are working hard to emerging need, multi-purpose, responsive, adaptable.

Localities – Targeted in areas of need, good knowledge of locality issues, community based, locality based provision with partnerships third sector, youth service/clusters/community, working in targeted streets in Leeds, detached services linked to ASB and nuisance, city is being covered well, community based projects and groups, priority areas.

Participation – young people have a voice, young people with SEND being empowered to influence what they do, allowed to have a say in delivery and are now more than ever being listened, ability to take part in future service design.

Resources – still got a dedicated resource, local authority's commitment to youth work, still a city with youth work, less but better, youth work has survived in Leeds, streamlined service but better for it and more professional.

WHAT'S NOT WORKING SO WELL

Workforce – non statutory nature and lack of professional recognition, cuts to jobs and courses, leading to loss of youth work as a profession, too much paperwork/admin, low staff morale due to constant changes and priorities, too much time/resource spent producing reports justifying existence, no pay rises, lack of autonomy, low staffing levels, difficult job, 18hr posts do not work as the role is much more demanding, youth workers not turning up, too reactive, not being able to control young people, inability to challenge inappropriate behaviour in a community setting, lack of effective youth workers

Relationships – lack of time to develop relationships with young people, communication with other services

Partnerships – lack of understanding by partners and Cllrs, misunderstood and undervalued, insufficient partnership working and coordination, conflicting expectations, professional mistrust and tension between stakeholders, lack of integration between SEND and mainstream provision, negative reports About youth work from other agencies, everyone thinks they are an expert, constrained by the fact that everyone has a view of what it should be, lack of capacity to attend partnership meetings.

Engagement – services need to advertise more widely

Offer to young people – not enough centres devoted to youth work, NCS – lots of money spent in short period of time, not enough clubs and activities, fewer building based provisions which don't reflect needs/wants and perceptions of communities, lack of connectivity to other services, too prescribed – can be a bit one size fits all, lack of flexibility and reach into diverse communities, expectations vary across communities, lack of individual support, boring youth clubs, focus on numbers and containment and not outcomes, some sessions run too late, lack of safe space for young people e.g. trans, learning needs, youth work is not consistently of high quality across the city, not enough support for young people with mental health issues, emphasis on NEET prevention.

Participation – young people used for events/consultation are not usually a true reflection of those young people that attend provision

The Market – short term funding back for team and young people, short term contracts change scope of the work, unhealthy competition which creates repetitiveness

Localities – not working within the community like we used to, is access to provision equal across the city

Resources - not enough time and resources, limited resource to respond to need, closure of youth work provision, budget cuts have constantly reduced youth work, losing youth work venues, budget too low to meet LCC and Cllrs expectations, limited financial resource to cover everything, missed opportunities due to finite resources, lack of flexibility about resources, mobiles breaking down so youth work sessions not running, the population has increased but funding for youth work has probably declined

Political Influence – too much, driven by political influence, overly political, too much outside influence

Outcomes – difficult to evidence outcomes – often years later, still not able to effectively demonstrate the smaller outcomes that are actually huge achievements for young people, too outcome driven

WHAT NEEDS TO CHANGE

The comments in relation to this topic have been categorised into the following themes; resources, member engagement, preventative v targeted, consultation, what is youth work and partnerships. Attendees felt there needs to be more/better facilities, a change in how **resources** are targeted to make it clearer and more effective and longer-term contracts. In terms of **member engagement**, attendees want more consistency and increased understanding of youth work. Some attendees want youth work to be more about prevention and early intervention. There were also comments about the need to **target** better on the most vulnerable or who will benefit the most. Age came up more than once, with support for an offer for younger children.

There was a clear theme around **consultation**, with attendees wanting clearer rationale for decision making, better understanding of services and a more representative sample for consultations with young people.

Some of the key points raised in relation to the **concept of youth work** were the need for better understanding across all partners, including more clarity about the model and vision, better understanding of the young people and challenges in engaging young people and greater consistency in approach.

Attendees commented they want more **partnership** and collaborative working, partnerships which are more effective and more multi-agency working; including between youth work, social work, youth offending service, schools and clusters and also between the Council and 3rd sector.

The full list of comments are included below:

Resources

- More buildings, better facilities including mobiles
- More funding, more money
- Clarity around targeting of resource
- Review how resources are allocated per area, based on need not numbers
- If funding continues to be an issue and further cuts are made focus on one area of the service and do that really well.
- Using available resources effectively in targeted areas
- Longer term contracts

Member engagement

- Consistent political message from Councillors – about what is wanted from youth workers
- Expectations of members linked to budgets
- Increased understanding of youth work across some elected members
- Education of members about what youth work needs to focus on.

Preventative v targeted

- Less prescriptive
- More early intervention
- Thoughts on how care leavers provision is commissioned, should it be separate?

- Is not reflective of need in an area – universal offer for all.
- Keep the targeting under review to ensure “it hits the spot” (more vulnerable)
- There is a drive to target young people who will benefit the most
- Better targeting of resource to the most vulnerable
- More preventative work
- Wider remit for early intervention – could age be reduced to 8
- Broader focus – more options available
- 8-19 age range
- The age the youth work is able to engage with
- More flexible service able to react to situations with more capacity when required.

Consultation

- Clear rationale for decisions made by LCC and 3rd Sector commissioning
- Better consultation and understanding of services
- Comprehensive consultation with CYP about what they want from a future youth service
- All demographic Young people to be part of the consultation not just those who are youth council or attending provisions.
- More time for planning ahead long term goals

What is Youth Work

- Better understanding of youth work by partners and councillors
- Clarity on the model of delivery e.g. continuation of approach such as outreach or a new model.
- Better connectivity
- Promotion of the Leeds Local Offer
- Go back to basics
- Campaign for youth work to become statutory to protect this vital service to young people
- Clear set vision of what youth work is in Leeds
- Clear focus
- Funders to have a much greater understanding of the young people attending certain provisions and the challenges youth workers face to even have a conversation or to engage with them.
- Greater understanding of youth culture/trends
- Clarity about what we mean by effective youth work and use evidence
- Long term strategy for youth work – LCC and communities
- Celebrate and promote the positive work/impact youth work has and raise its profile/value
- Consistent approach across Leeds, access to provision being realistic about resources. Identify creative investment
- Shared goals/understanding/communication between education social care and youth work.
- Be clear about what youth work is so expectations are clear for everyone – the offer

Partnerships

- Sustainable projects in partnerships with other organisations
- Use the breadth of community providers as part of the delivery network
- Increased integration across adolescent services
- More partnership and collaboration between services
- Have we made the most of collaborative working with 3rd Sector and LCC not just them and us
- Every school to have a linked youth worker – ask for match funding like the police do
- More joined up working
- Develop links with other services to pool resources – smarter working/collaboration
- Better linked up working with other services
- Better links with SEND and mainstream provision
- A better multi-agency focus
- More joined up approach VCFS, in-house etc. – different roles which play to cultural strengths
- More input from other agencies SW/YOS/Clusters etc.

WHAT SHOULD WE STOP DOING?

Attendees said they want us to stop using youth work to police around anti-social behaviour, asking what youth work is, using short-term contracts, forcing issues on young people, reviewing all the time and being reactive to the agenda of others. Full list of comments below:

- Policing around ASB,etc
- Drifting to a Social Care model
- Negative media attention
- Funding Cuts
- Duplication
- Blame Culture
- Short term contracts
- Asking what Youth work is....
- Funders to explain to provider how they would like delivery to look. After consultations with young people.
- Forcing issues on young people
- Trying to measure hard outcomes /reacting to other services/people's agenda
- Exerting/exploiting adult power in order to contract young people
- Reviewing – give it a chance to work
- One year contracts – not enough time for change

WHAT SHOULD WE START DOING?

Comments in relation to what we should start doing included having a long-term strategy linking to the Children and Young People Plan, more joined up commissioning across the Council, involving the media, measuring longer-term outcomes and having a clear political steer. Full list of comments below:

- Educating the politicians
- More dialogue LCC and VCS
- Ensuring different parts of LCC Commissioning are speaking to each other.
- Universal and Targeted Services to work together – particularly in priority neighbourhoods
- Fund raising
- Be Proactive
- Start the work in Leeds
- Understand Young People better
- Work with most challenging young people.
- Work with community groups
- Funding young reporters
- Get the best out of media – involve them
- Appreciate work done in Leeds.
- Long term strategy and service plan that links to the CYP Plan.
- Build professional credibility with statutory colleagues
- Consultations to be reflective of the young people in Leeds
- Measuring outcomes over the longer term and more creatively, focusing on doing “proper” youth work.
- Giving a clear political steer on what we (as a city) want youth work to do/be.
- Better targeting
- Share information and resources
- Be clear on resource implication
- Manage expectations – all stakeholders

WHAT SHOULD WE CONTINUE DOING?

In terms of what we should continue doing, attendees said they want the mixed economy to continue, evening and weekend work, detached youth work, building positive relationships with young people and listening to them, measuring outcomes and sharing resources creatively. There was also a comment that there should be a youth work offer to all areas.

- Mixed economy – Council, Voluntary Sector
- Universal; Youth Work Offer to all areas
- Recognise good practice and success
- Working in partnership
- Work together to submit funding bids
- Work creatively to share resources
- Continue evening and weekend work
- Detached Youth Work
- Building on existing partnerships
- Investing in Youth Work
- To build upon consulting with Young People
- Listening to young people
- Building positive relationships with young people as a vehicle for working with young people
- Continue to focus on normal education using relationships to enable change, rather than power to force change.
- Continue to integrate with adolescent services and think family
- Measure outcomes – improve on this
- Justify outcomes
- Short and long term work and measures

KEY WORDS THAT DEFINE YOUTH WORK

VOLUNTARY	1+1+1+1+1	HONESTY	1	YP FEELING WELCOME n VALUED	1
EMPOWERMENT	1+1	PEOPLE AND RESOURCES	1	HAPPY	1
CONFIDENTIALITY	1	TRAINING	1		1
ENGAGEMENT	1+1+1	EDUCATION	1	HEALTHY	1
PROFESSIONAL	1	KNOWLEDGE	1	CONSTRUCTIVE CHALLENGE	1
COMMUNITY BASED	1	DIALOGUE	1	HIGH SUPPORT	1
YOUNG PEOPLE 8-19	1	RESPONSIVE	1	RESPONSE TO NEED	1
VOICE AND INFLUENCE	1+1	AGENTS OF THE STATE	1	GOOD ENGAGEMENT	1
RESILIENCE	1+1	PREVENTATIVE	1	IN TOUCH WITH YP'S NEEDS	1
INFORMAL	1	OUTCOMES DRIVEN	1	GOOD COMMUNICATION WITH ALL STAKEHOLDERS	1
ENAGING	1			SELF ESTEEM	1
SOMEONE TO TALK TO	1	ONE TO ONE	1	YP LEARNING ABOUT THEMSELVES	1
CONTROVERSIAL	1	FLEXIBLE	1+1	YWORKERS PERSISTENCE –NOT GIVING UP	1
SUPPORTIVE	1	PEER SUPPORT	1	YWORKERS TO BE TRUSTED	1
POLITICAL	1+1	INVOLVING	1	UNDERSTANDING OF CONFIDENTIALITY RULLES	1
FUN	1+1+1+1	INCLUSIVE	1	RESTORATIVE APPROACH	1
CONFIDENCE	1+1	CREATIVE	1	ADVOCACY	1
VOLUNTARY	1	ACCESSIBLE	1	VOICE OF YP	1
FINITE RESOURCE	1	COMMUNITY	1+1	OUTCOMES	1
		INFORMAL	1	YP AWARE OF IMPACT	1
TOLERANCE	1	LOCAL	1	WELL RESOURCED PROVISIONS	1
INSPIRING	1	SAFE SPACE	1		
NEEDED	1	COMPLEX	1		
DIVERSITY	1	UNIVERSAL	1		
PRESCRIPTIVE	1	DIFFICULT TO MEASURE	1		
VOICE	1	TARGETED	1		
SUPPORT	1	ECNOMICAL	1		
RELATIONSHIPS	1	GROUP WORK	1		
UNDERSTANDING	1	NON-JUDGEMENTAL	1		
LIMITED ENGAGEMENT	1	ADVOCATING	1		
FUNDING CUTS	1	YOUNG PERSON LED	1		
DELIVERY	1	YP FEELING WELCOME n VALUED	1		
BUILDING RELATIONSHIPS	1	HAPPY	1		
LISTENING	1	HEALTHY	1		
		CONSTRUCTIVE CHALLENGE	1	GOOD ENGAGEMENT	1
		HIGH SUPPORT	1	IN TOUCH WITH YP'S NEEDS	1
		RESPONSE TO NEED	1	TRUST	1